

<Agent Greeting Conference Call Fails When Using non-BIB phones>

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| Problem Summary | If agents use unsupported phones and you configure Agent Greeting in the Routing Script, conference calls fails to complete. |
| Error Message | Your request to conference failed because there is no active call. Your request to conference failed because there is no held call. JTAPI Gateway - Error on TRANSFER operation - No ACTIVE Connection. |
| Possible Cause | Phones with no Built-In-Bridge (BiB) |
| Recommended Action | <ul style="list-style-type: none"> • If agents use non-BIB phones, do not enable Agent Greeting in the Routing Script. OR <ul style="list-style-type: none"> • Use phones with BiB. |
| Release | 8.5(2) |
| Associated CDETS # | None |